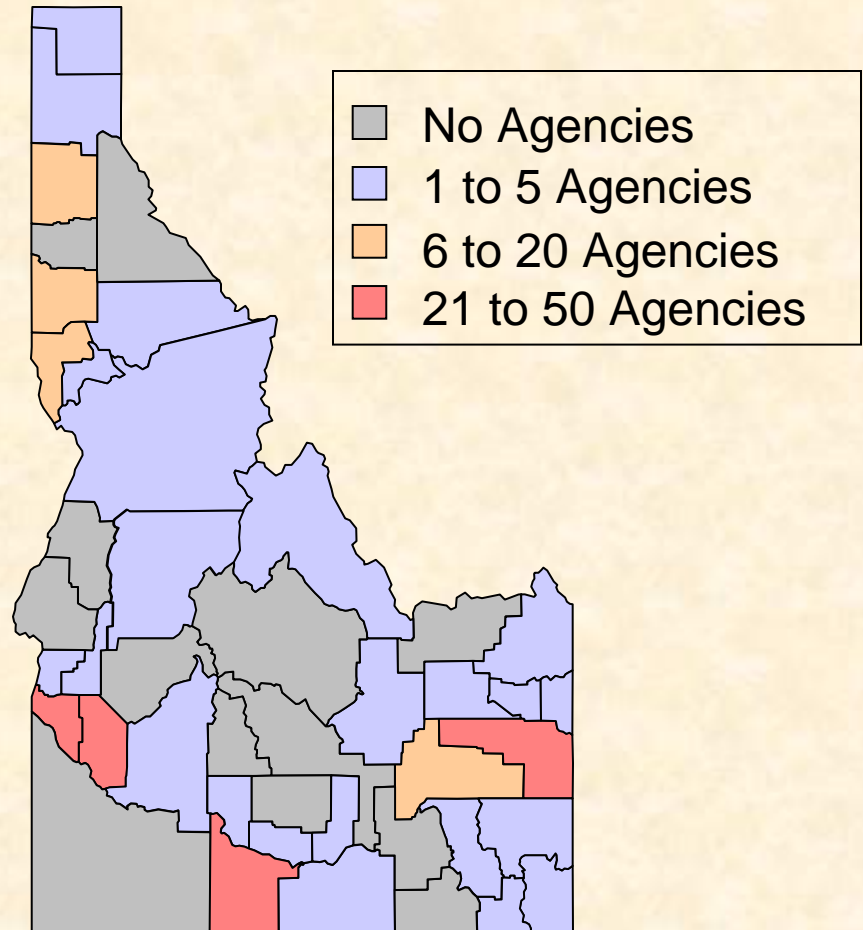


Developmental Disabilities Agencies/ Residential Habilitation Agencies

Mission Statement

The mission of the DDA/ResHab Certification Team is to promote and protect the health and safety of Idahoans receiving DDA and/or ResHab services by ensuring these agencies comply with the high standards outlined in Idaho statute and rule; provide high quality services designed to meet individual participant needs; and help promote individual choice, self determination, and self-sufficiency.



Activities

July 2007 — November 2007

	REQUIRED	COMPLETED
DDA Reviews	19	19 (100%)
ResHab Reviews	N/A	4
Complaints Investigations	25	25* (100%) *5 Substantiated complaints requiring a Plan of Correction
Applications	N/A	4

Top 5 Most Cited Deficiencies

DDA

1. Problems with comprehensive assessments
2. Problems with assessments that reflect the current status of the participant
3. Problems with eligibility determination
4. Problems with program implementation plan requirements
5. Problems with professional observing/reviewing the work of paraprofessionals

ResHab

- To Be Determined

Corrective Measures in Place:

- Process developed to ensure Plan of Correction is implemented through submission/review of supporting documentation
- Training modules in process of creation for Adult/Child Eligibility, Comprehensive Developmental assessment process, and writing Implementation plans.

Significant Accomplishments

Significant Accomplishments

- Maintained DDA review schedule
- Toolkit developed for providers
- External website launched
- Educational tools being developed
- Centralized the complaint and applications processes

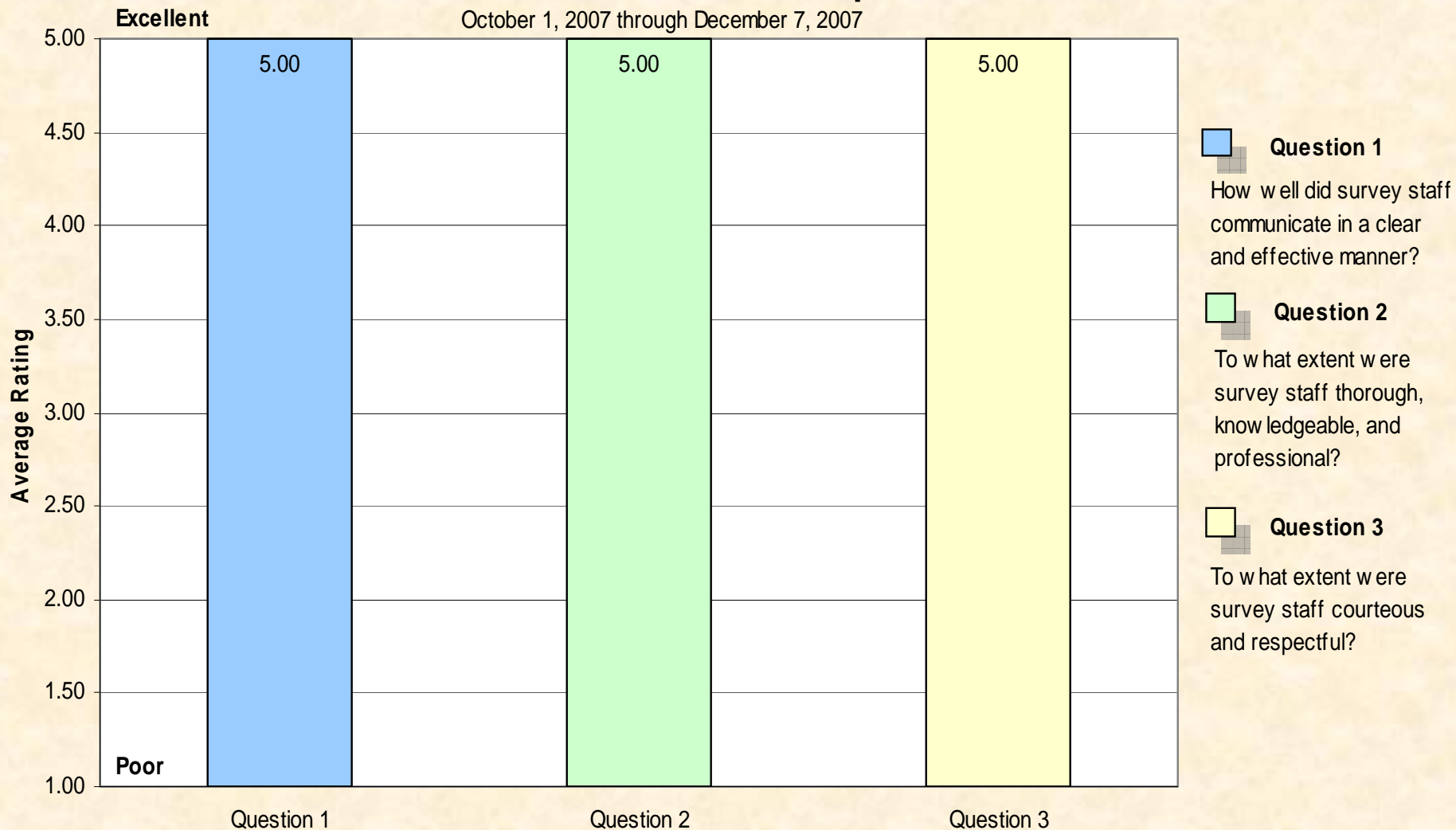
Horizon Issues

- DDA/ResHab Survey & Certification staffing (currently 3 statewide)
- Ongoing tool and process development
- Publish survey results on-line
- Partner with providers on education and best practices
- Refine complaint process
- Request from providers for an informal dispute resolution process

Developmental Disabilities Agencies

Customer Comment Card Responses

October 1, 2007 through December 7, 2007



2 Total Responses